

**CITY OF ALHAMBRA
RESIDENTIAL LOW-INCOME WATER RATE ASSISTANCE
PROGRAM GUIDELINES**

I. INTRODUCTION

The City of Alhambra's Residential Low Income Water Rate Assistance Program provides financial assistance to low-income residents. This program offers a pre-determined flat-rate discount on your water bill. Residents will need to submit an application and documentation proving eligibility. If approved, applicants will need to recertify annually by resubmitting an application along with supporting documentation.

The program is funded through a San Gabriel Valley Municipal Water District Grant. In response to the economic hardship that many residents of the Water District's member cities may be experiencing, the Water District has provided the City of Alhambra with grant funds for the purposes of providing assistance to low-income residents.

II. PROGRAM ADMINISTRATION

The City's Utilities Department staff will serve as the primary contact for implementation of the program guidelines. The City will:

- Market the Program;
- Accept and process applications;
- Ensure applicants meet eligibility requirements;
- Recommend approval for financial assistance;
- Ensure proper disbursement of grant funds;
- Maintain grant files and fiscal records.

III. PROGRAM ASSISTANCE

A. Amount and Payment of Assistance

The program will provide eligible participants with a \$25 rate assistance which will be applied to the fixed water rate portion the bi-monthly bill. Payments will be applied directly to the account holder's water balance starting with the first billing cycle after approval.

B. Definition and Calculation of Household Need

Household need is defined as the financial need for assistance to pay water utilities due to insufficient current monthly income. Household need is determined by calculating the total gross monthly income of all household

members 18 years of age and older. The total monthly household income shall not exceed the low-income levels listed in Section IV.B.

IV. PROGRAM ELIGIBILITY

A. Eligible Applicants

For the purpose of this Program, the applicant must meet the following minimum requirements:

1. Applicant’s household current gross annual income must be at or below 80% of the Los Angeles median income (low- income), adjusted for household size;
2. Applicant must be the account holder and live at their primary residence in the City of Alhambra’s jurisdictional limits;
3. Applicant submits a completed, signed application and all required supporting documentation.

Applicants are pre-qualified if they received assistance within the last four (4) months from the following programs:

CalWORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children.

B. Low-Income Definition

Low-Income households for the purpose of this program must have a gross annual household income at or below that shown in the table below, as adjusted for household size.

LOW INCOME (LMI) LIMITS			
Household Size	Maximum Income	Household	Maximum Income
1	\$70,650	5	\$109,000
2	\$80,750	6	\$117,050
3	\$90,850	7	\$125,150
4	\$100,900	8	\$133,200
For each additional person, add \$8,072. Round to the nearest \$50.			
Source: U.S. Department of Housing and Urban Development. These income figures are subject to change annually (last updated: 6/6/23).			

The projected annual gross income of the applicant's household will be used to determine whether it is within the income limits above. Income shall be defined as the combined gross income, whether taxable or non-taxable, of all persons who live in the household, which includes but not limited to: the total income of salaries, wages, child support, alimony, Aid to Families with Dependent Children, Social Security income, spousal support payments, veteran benefits, disability, unemployment, retirement, rental income, interest, dividends, tips, public assistance, and income from self-employment.

C. Eligible Use of Funds

Both the eligibility criteria and amount of assistance are subject to the discretion of the City Council and availability of funding. The rate assistance shall be applied to the account holder's bi-monthly water bill as a credit.

The program will be closed once grant funds are exhausted. Program participants will be notified in writing prior to the date of the City's intent to close the program.

D. Conflict of Interest

Applicants shall not be an employee, agent, consultant, officer or elected official or appointed official of the City who exercises or have exercised any function or responsibilities with respect to activities relating to this Program or who are in a position to participate in a decision-making process or gain inside information with regard to these activities, may obtain a financial interest or financial benefit from this Program, or the proceeds from such activity, either for themselves or those with whom they have business or immediate family ties, during their tenure or for one year thereafter.

V. APPLICATION PROCESSING

A. Program Marketing and Outreach

The City will conduct program marketing. Examples of marketing may include but not limited to, media coverage with ads in local papers, distribution of marketing materials to local chamber of commerce, business networking, social media marketing and the City's website.

B. Application Documentation

In order to determine eligibility and assess need, the following supporting documentation is required:

1. Valid California driver's license or identification card.
2. Proof of current monthly income for:
 - i. Working adults

- ii. Adults with other income such as unemployment (state and federal), social security, disability, government assistance, pension, other income, etc.
- iii. Self-employed persons
3. Federal income tax return for all persons filing tax returns.
4. Most recent water bill.

Applicants receiving CalWORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children can provide proof of receiving benefits in lieu of items VB.2 and VB.3 listed above.

C. Application Process

Residents may download an application from the City of Alhambra's website cityofalhambra.org, or pick up an application at the drop off location listed below beginning **September 1, 2023**. All applications submitted must include a copy of all required supporting documentation listed in Section V.B. Incomplete applications will not be processed. Applications will be reviewed for eligibility on a first come first served basis until grant funds are exhausted or the program is terminated by the City Council.

- **Drop Off Application in Person:**

City of Alhambra Utilities Department
Customer Service Center
68 S. First Street
Alhambra, CA 91801
(626) 570-5061

(Do not submit application in payment drop box)

- **By Mail to:**

City of Alhambra
Attn: Water Rate Assistance Program
68 S. First Street
Alhambra, CA 91801

TIMELINE

Application Available

September 1, 2023

D. Applicant Confidentiality

All personal financial information will be kept confidential. Program participant files with confidential information will be kept in secured storage areas.

E. Exceptions / Special Circumstances

Exceptions are defined as any action which would depart from policy and procedures stated in the guidelines. The City reserves the right to make exceptions with requirements for household assistance.

F. Approval and Disbursement of Funds

Once applicants are determined eligible, the Program Administrator will contact the household for execution of paperwork and subsequent disbursement of funds. Funds will be applied directly to the account holder's water utility balance.